

Local Authority Complaints Received 2017-18

Subject Group	The Highland Council			Sector Total	Rank
	The Highland Council	Rank	Complaints as % of total		
Planning	20	1	33.33%	134	4
Housing	11	2	18.33%	316	1
Social Work	8	3	13.33%	254	2
Finance	7	4=	11.67%	112	6
Roads & Transport	7	4=	11.67%	104	7
Education	3	6	5.00%	151	3
Environmental Health & Cleansing	1	7=	1.67%	116	5
Legal & Admin	1	7=	1.67%	71	8
Recreation & Leisure	0	-	0.00%	24	9
Land & Property	0	-	0.00%	17	10
Building Control	0	-	0.00%	16	11
Personnel	0	-	0.00%	12	12
Welfare Fund - Community Care Grants	0	-	0.00%	7	13
Other	0	-	0.00%	6	14
Consumer Protection	0	-	0.00%	4	15=
National Park Authorities	0	-	0.00%	4	15=
Fire & Police Boards	0	-	0.00%	3	17
Economic Development	0	-	0.00%	2	18=
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=
Subject Unknown or Out Of Jurisdiction	2	-	3.33%	119	-
Total	60		100.00%	1,474	
<i>Complaints as % of Sector</i>		4.1%		100.0%	

Complaints Received by Subject 2016-17

Subject Group	The Highland Council	Rank	Complaints as % of total	Sector Total	Rank
Housing	19	1	26.0%	388	1
Planning	14	2	19.2%	160	3
Social Work	9	3	12.3%	219	2
Education	8	4=	11.0%	144	4
Roads & Transport	8	4=	11.0%	112	7
Legal & Admin	3	6	4.1%	73	8
Environmental Health & Cleansing	2	7=	2.7%	124	5
Finance	2	7=	2.7%	120	6
Building Control	2	7=	2.7%	34	9
Welfare Fund - Crisis Grants	2	7=	2.7%	5	16=
Land & Property	1	11	1.4%	19	11
Recreation & Leisure	0	-	0.0%	29	10
Welfare Fund - Community Care Grants	0	-	0.0%	14	12
Other	0	-	0.0%	8	13=
Valuation Joint Boards	0	-	0.0%	7	13=
National Park Authorities	0	-	0.0%	6	15
Economic Development	0	-	0.0%	5	16=
Personnel	0	-	0.0%	5	16=
Consumer Protection	0	-	0.0%	4	16=
Fire & Police Boards	0	-	0.0%	4	16=
Subject Unknown or Out Of Jurisdiction	3	-	4.1%	48	-
Total	73		100.0%	1528	
<i>Complaints as % of Sector</i>		4.8%		100.0%	

Complaints as % of total
9.09%
21.44%
17.23%
7.60%
7.06%
10.24%
7.87%
4.82%
1.63%
1.15%
1.09%
0.81%
0.47%
0.41%
0.27%
0.27%
0.20%
0.14%
0.14%
8.07%
100.00%

<i>Complaints as % of total</i>
25.4%
10.5%
14.3%
9.4%
7.3%
4.8%
8.1%
7.9%
2.2%
0.3%
1.2%
1.9%
0.9%
0.5%
0.5%
0.4%
0.3%
0.3%
0.3%
0.3%
3.1%
100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	The Highland Council	
		The Highland Council	Sector Total
Advice	Not duly made or withdrawn	6	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	19	381
	Total	25	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	4	99
	Out of jurisdiction (non-discretionary)	6	113
	Outcome not achievable	4	85
	Premature	1	53
	Proportionality	15	314
	Resolved	0	29
	Total	31	731
Investigation	Fully upheld	1	47
	Some upheld	0	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	3	169
Total Complaints		59	1,542

Total Premature Complaints	20	434
Premature Rate	33.9%	28.1%

Total Investigation Decisions	3	165
Total Upholds	1	96
Uphold Rate	33.3%	58.2%

Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	3	169
Total Upholds	1	96
Uphold Rate	33.3%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		The Highland Council	Sector Total
Advice	Not duly made or withdrawn	12	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	24	467
	Total	36	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	8	111
	Outcome not achievable	4	115
	Premature	5	57
	Proportionality	7	132
	Resolved	2	20
	Total	28	560
Investigation	Fully upheld	2	52
	Some upheld	4	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	7	156
Total Complaints		71	1,466

Total Premature Complaints	29	524
Premature Rate	40.8%	35.7%

Fit for SPSO Total (Investigations)	7	156
Total Cases Upheld / Some Upheld	6	94
Uphold Rate (total upheld / total fit for SPSO)	85.7%	60.3%